

DATE: 03/02/2023

**REQUEST FOR PROPOSAL: HCR/RWAKI/SUP/2023/RFP0005**

**ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF WATER  
MANAGEMENT SERVICES IN MAHAMA REFUGEE CAMP**

**CLOSING DATE AND TIME: 5 March 2023 - 23:59 GMT +2**

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**BACKGROUND**

Working closely with the Regional Bureau and Headquarters, UNHCR Rwanda ensures the smooth implementation of the UNHCR mandate ranging from the protection of refugees and asylum seekers to organizational operations and management.

UNHCR Rwanda's leadership team also regularly liaise with the Government of Rwanda through the Ministry in Charge of Emergency Management (MINEMA) and partners for better coordination of refugee response in Rwanda.

It has field offices/ sub-office namely Kirehe Sub-Office that coordinates refugee response in Mahama refugee camp, Huye Field office that coordinates activities in Mugombwa and Kigeme refugee camps, Karongi Field Office that coordinates activities in Kiziba refugee camp, Kabarore Field Office that coordinates activities in Nyabiheke refugee camp and Nyamata Field Office coordinating activities at the Emergency Transit Mechanism (ETM) centre in Gashora.

The overall strategic framework - as elucidated in the UNHCR Multi-Year Plan (2023 - 2025) is to mainstream refugee services into national systems with the eventual handover of Mahama water system to the district by 2025.

**1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Rwanda invites licensed water management firms to submit firm offers for the provision of water management services in Mahama refugee camp Rwanda.

**Type of contract:** Frame agreement for 2 years with the possibility of an extension for 1 year.

**Issuance of Purchase orders:** Each year UNHCR shall issue a purchase order to the Contractor with an amount covering the year.

**IMPORTANT:**

The terms of reference (TOR) are detailed in Annex B of this document.

Additional frame agreements may be awarded, depending on the situation and evolution of needs during the period covered by the frame agreements resulting from this RFP.

The agreement is non-exclusive, without any minimum volume or commitment, and UNHCR will have no obligation (i) to deal with the supplier as an exclusive or unique water management firm or (ii) to request the management of minimum volumes of water.

The range of services and production and consumption capacities in Mahama refugee camp and the surrounding localities are specified in Annex B.

Please note that volumes have been stated to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Volumes and scope of services may vary and will depend on the actual requirements and funds available.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 60 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for the provision of Services shall not be deemed to be a "cause" for or otherwise to be a termination clause.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex E).

Note: this document is not construed in any way as an offer to contract with your firm.

## **2. BIDDING INFORMATION:**

### **2.1. RFP DOCUMENTS**

The following annexes form integral part of this Request for Proposal:

- Annex A: Calendar of Activities
- Annex B: Terms of reference
- Annex C: Financial Offer Form **(To be completed and submitted in a separate financial proposal)**
- Annex D: UNHCR Vendor Registration Form **(To be completed and submitted in the technical offer by bidders who are neither registered in UNGM nor with UNHCR)**
- Annex E: UNHCR General Conditions of Contracts for the provision of services - Rev July 2018 **(To be read, signed, stamped, and submitted in the technical offer)**
- Annex F: UN Supplier code of conduct Rev.06 - December 2017. **(To be read, signed, stamped and submitted in the technical offer)**
- Annex G: Technical Proposal Form **(all sections to be filled, signed, stamped and submitted in the technical offer)**
- Annex H: Submission Checklist and Acknowledgements **(to be checked and filled by bidders and submitted in the technical offer)**
- Annex I: Evaluation Scoring Methodology **(Shows you how you are going to earn marks in the technical evaluation)**

## 2.2 ACKNOWLEDGMENT

We would appreciate you informing us of the receipt of this RFP by return e-mail to [rwakisup@unhcr.org](mailto:rwakisup@unhcr.org) as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

**IMPORTANT:**

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

## 2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any requests for clarifications or any questions in respect of this RFP by e-mail to [rwakisup@unhcr.org](mailto:rwakisup@unhcr.org). **The deadline for receipt of questions/clarifications is 17:00 HRS on 24/02/2023.** Bidders are requested to keep all questions concise.

**IMPORTANT:**

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will reply to the questions received as soon as possible by means of publication on its website or by email to all invited bidders.

### 2.4.4 Pre-bid Conference

An optional pre-bid conference is scheduled to take place 16 February 2023 at 10 AM in the UNHCR Kigali office located in KG 9 Avenue 60 Nyarutarama. Bidders can either participate physically by reporting to the office's conference room or virtually through a Microsoft team meeting link that shall be shared with interested bidders before the conference date. Registration for participation is as follows:

A. **To participate physically**, please send an email to [rwakisup@unhcr.org](mailto:rwakisup@unhcr.org) with the names of your representative (s) who will participate (maximum 2 persons). The title of the email should be **HCR/RWAKI/SUP/2023/RFP0005 Pre-bid conference**.

B. **To participate virtually**, please send an email to [rwakisup@unhcr.org](mailto:rwakisup@unhcr.org) with the email address that shall be used to invite you to a Microsoft teams meeting. The title of the email should be **HCR/RWAKI/SUP/2023/RFP0005 Pre-bid conference**. Please ensure that the email is correct and that you have a good internet connection.

**Bidders who do not attend the pre-bid conference are allowed to submit offers to the tender**

## 2.5 YOUR OFFER

**IMPORTANT:**

Cancellation of Solicitation: UHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be taken into consideration.

**IMPORTANT:**

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents: *Sealed in separate envelopes or separate emails to separate email boxes clearly identifying "technical proposal and financial proposal"*

- Technical offer
- Financial offer

### 2.5.1 Content of the TECHNICAL OFFER

**IMPORTANT:**

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- **Description of the company and the company's qualifications**

A description of your company with the following documents: company profile, registration certificate and last audit reports:

- Year founded;
- If multi location company, specify headquarters location;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;
- Total number of clients;

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

- **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs**

Any comments or suggestions on the TOR, as well as your detailed description of the way your company would respond to the TOR with respect to the following should be clearly presented in **annex G -Technical Proposal Form**:

- Water abstraction method
- Water treatment, pumping and distribution
- Quality assurance approach or water safety plan., e.g., water scheduling, testing, periodic inspection, transportation and distribution, staff training equipment servicing.
- Risk management plan related to trouble shooting, software management for remote control, flood
- Community-based management approach in water supply and management in relation, user committee management, complaints and feedback mechanism, minor repairs planning and engagement.

- Energy diversification and sustainability support plan in relation to UNHCR's planned solarization of the project. How will you manage and support the transition?
- **Company experience in community water management**
  - Please submit past or current contracts (Minimum of two contactable references - not exceeding ten) of contracts for the management of water for community consumption in the past 15 years.
- **Proposed personnel to carry out the assignment.**

Please provide your company's organigram and CVs and work contracts of your key staff that shall be working on the project. Such key staff include

  - Water System Manager with a BSc in social science or engineering with a minimum of 5 years of experience in water system management
  - Water Supply Engineer with of BSc in mechanical, engineering, hydraulic, water engineering with a minimum of 5 years of experience in water supply
  - Electromechanical engineer with a BSc in electromechanical engineering with a minimum of 3 years of experience in electromechanics in the private section
  - Water quality analyst with a Dip in laboratory technology, biochemistry, microbiology, or related discipline with a minimum of 3 years in water quality.
  - Community Mobilization expert with a Dip in Social work or community Mobilization with a minimum of 3 years in community mobilization with a humanitarian organization.
- **Financial capacity.** Please attach Audited financial statements for 2019, 2020 and 2021 banks statements showing minimum annual turn overs on USD 500,000. Your financial statement must be certified by an approved professional accountant for the specific year by the Rwanda Revenue Authority
- **Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**).
- **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E**.

## 2.5.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency i.e. RWF.

You shall quote prices for replacement parts and accessories/fittings that shall remain unchanged for two years. In case the contract will be extending for a third year, the prices of parts and accessories/fittings, shall be jointly agreed upon following market research by UNHCR.

You shall also quote on a separate line a monthly lump sum prices for the services you shall be providing which include but are not limited to overheads, management fee, risks, etc.

**Fast moving replacement parts:** Upon approval by the UNHCR project manager in the field, the supplier shall replace fast moving parts at the cost stated in their financial offer. Each

month, UNHCR shall review the type and quantities of fast-moving parts used and shall reimburse the cost in your invoice.

**Slow moving parts.** When it is required to replace a slow-moving part, UNHCR shall have the right to request the contractor to replace at his quoted price in response to this RFP or procure the part itself (UNHCR) and give the supplier to replace. If UNHCR provides the part, no additional fee shall be charged for replacement.

The Financial Offer is to be submitted as per the Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With these regards, the price has to be given without VAT.

You are requested to hold your offer valid for 120 days from the deadline for submission. UNHCR will make its best effort to select a company within this period.

The cost of preparing a bid and negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and provision of services to the and/or acceptance by UNHCR of the services.

## **2.6 BID EVALUATION:**

Each proposal from a Bidder will be considered separately and independently. References to previous or on-going proposals will not be considered. Award of a previous contract with UNHCR will not be considered as a preference or guarantee for the award of future solicitations on the same subject.

### **2.6.1 Supplier Registration:**

The qualified supplier(s) will be added to the Vendor Database after an investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

Failure to provide the abovementioned documentation, might lead to disqualification.

### **2.6.2. Administrative, Performance and Financial Evaluations:**

For the award of this contract, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis separately, only those proposals that qualify in the administrative and performance evaluation parts will be considered for financial evaluation. The criteria/percentage assigned to each component is determined in advance as follows:

**Formal/Administrative Criteria PASS/FAIL**

Label	Criteria	Documents to be Provided	Assessment
1	Valid business registration document obtained not less than three years prior to the issuance of this tender.	Enclose your business registration certificate in your technical offer	<b>Pass/Fail</b>
2	Water management license issued by RURA submitted?	Enclose your valid RURA license as a water management firm in Rwanda	<b>Pass/Fail</b>
3	Tax clearance certificate for the last quarter of the Rwandan 2021 fiscal year. An installment payment agreement with RRA signed before the issue date of this tender is acceptable.	Please attach your tax clearance certificate or installment payment agreement with RRA in your technical offer	<b>Pass/Fail</b>
4	UNHCR General Terms and Conditions of contracts for Services acknowledged?	Carefully read, sign and return the attached annex E.	<b>Pass/Fail</b>
5	UN Supplier's Code of Conduct Signed.	Carefully read, sign and return the attached annex F	<b>Pass/Fail</b>

**Performance Criteria (scoring) this evaluation part shall have a total weight of 60%**

Label	Criteria	Documents/Information to be Provided	Assessment
1	Proposed approach and methodology	<b>Using annex G</b> attached, detail your approach and methodology to deliver the services paying attention to: water abstraction method, water treatment, pumping and distribution, quality assurance approach or water safety plan., e.g., water scheduling, testing, periodic inspection, transportation and distribution, staff training equipment servicing, risk management plan related to trouble shooting, software management for remote control, flood, community-based management approach in water supply and management in relation, user committee management, complaints and feedback mechanism, minor repairs planning and engagement and energy diversification and sustainability support plan in relation to UNHCR's planned solarization of the project. Also describe how you will manage and support the transition?	<b>40 marks</b>
2	Company experience in water system management in Rwanda	Complete the section in <b>annex G</b> and enclose in your technical offer a minimum of 2 POs or Contracts for the management of water for community consumption in the past 15 years	<b>20 marks</b>
3	Staffing composition	Please fill the section in annex G and attached requested relevant documents. UNHCR would expect a qualified contractor to have the following	<b>20 marks</b>

		in its staffing structure: Water System Manager with a BSc in social science or engineering with a minimum of 5 years of experience in water system management, water Supply Engineer with of BSc in mechanical, engineering, hydraulic, water engineering with a minimum of 5 years of experience in water supply, electromechanical engineer with a BSc in electromechanical engineering with a minimum of 3 years of experience in electromechanics in the private section, water quality analyst with a Dip in laboratory technology, biochemistry, microbiology or related discipline with a minimum of 3 years in water quality and a community mobilization expert with a Dip in Social work or community Mobilization with a minimum of 3 years in community mobilization with a humanitarian organization	
5	Financial capacity	Please submit audited financial statements and/or banks statements for 2019,2020 and 2021 showing minimum annual turn overs on USD 500,000. Your financial statement must be certified by an approved professional accountant for the specific year by the Rwanda Revenue Authority	<b>20 marks</b>
<b>Total</b>			<b>100</b>

For your offer to qualify for financial evaluation it must pass all the administrative criteria and score a minimum of 60/100 marks in the performance part.

Since the technical part has a 60% weightage, each bidder's earned marks shall be converted using the formular:  $\text{Bidders marks} / 60 \times 100$  to obtain a percentage score.

**Clarifications of Proposals:**

To assist in the examination, evaluation, and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered, or accepted.

The **Financial offer** will have a weightage of 40% from the total score.

Only bidders who shall pass the technical part shall be evaluated on financial basis.

The maximum number of points will be allotted to the lowest price. All other prices will receive points in inverse proportion to the lowest price, e.g.  $[\text{Lowest Price}] / [\text{Quoted Price}] * 40$

Calculation of combined scores to come up with the most responsive offer shall be done using the following formular.

Total Score= Technical Score (up to 60%) + of Financial Score (up to 40%)

**2.7 SUBMISSION OF BIDS:**



**A. By courier or hand carry.**

Offers must bear your official letter head, clearly identifying your company. They should be addressed to:

**The secretary of the bid opening committee.**

**UNHCR Representation Officer**

**KG9 Av 60**

**Nyarutarama Road**

**P.O Box867, Kigali**

You must submit your technical and financial offers in 2 separate sealed envelopes labeled as follows:

**For the technical envelop:** Request for Proposal: HCR/RWAKI/SUP/2023/RFP0005 Technical Offer

**For the financial envelop:** Request for Proposal HCR/RWAKI/SUP/2023/RFP0005 Financial offer.

**Both envelops must be enclosed in one bigger envelop labelled as follows:**

HCR/RWAKI/SUP/2023/RFP0005 Provision of Water Management Services in Mahama Refugee Camp

**B. By email**

Bids may also be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).

**Technical and Financial offers shall be sent in separate emails as follows**

**Your emails should have the following on the subject line.**

**Email containing the technical offer sent to [RWAKITECHNICAL@UNHCR.ORG](mailto:RWAKITECHNICAL@UNHCR.ORG)**

HCR/RWAKI/SUP/2023/RFP0005 - Technical - Name of your firm with the title of the attachment  
Serial number of the e-mails (example: 1/3, 2/3, 3/3). E.g., a technical offer from Company "Z Co"  
who is sending a total of 2 emails will be titled as follows:

HCR/RWAKI/SUP/2023/RFP0005 -Z Co-Technical offer-1/2

**Email with financial offer sent to [RWAKIFINANCIAL@UNHCR.ORG](mailto:RWAKIFINANCIAL@UNHCR.ORG)**

HCR/RWAKI/SUP/2023/RFP0005 - Financial - Name of your firm with the title of the attachment  
Serial number of the e-mails (example: 1/3, 2/3, 3/3). E.g., a financial offer from Company "Z Co"  
who is sending a total of 2 emails will be titled as follows:

HCR/RWAKI/SUP/2023/RFP0001 -Z Co-Financial offer-1/2

**IMPORTANT:**

The technical offer and financial offer are to be sent in separate emails. Failure to do so may result in disqualification.

**Deadline: 05 March 2023, 23:59 HRS Kigali Time.**

**IMPORTANT:**

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please know the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **20 Mb** so it may be necessary to send more than one e-mail for the whole submission.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

## **2.8 BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid or allow split or partial awards on this project.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

UNHCR at its own discretion reserve the rights to accept or cancel the whole tender at any stage.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

## **2.9 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued because of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance with the General Conditions for the Provision of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

## **2.10 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES**

Please note that the [UNHCR General Conditions of Contracts for the provision of services](#) (Annex E) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing



**Roland Fang Kum**  
**Supply Officer**  
**UNHCR Rwanda**